



**Management Assistance Division (MAD)  
Food Management Assistance Team (FMAT)**

**Trends and Analysis Jun-Sep 2010**



# Mission & Objectives



- Render assistance in raising the quality of food service, achieve economy, and increase effectiveness of the Army Food Program.
- Ensure regulatory policies and procedures are uniformly applied to the Installation Food Service Program.
- Participate actively in an advisory and training capacity in the operation of the Installation Food Service Program.
- Record observations and recommendations to assist in improving the Installation Food Service Program.
- Exchange, search for, and collect new ideas regarding food service for possible adoption and dissemination to all installations.



The FMAT is not an inspection team!

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# Review Areas-Analyst

## Installation Food Program

- Food Program Management
- Special/Training Programs
- Dining Facility (DFAC) Utilization
- Diner Use Policy
- Food Service Management Board
- Installation Contingency Plan
- Major Subordinate Command Advisory Support
- Subsistence Prime Vendor Program
- Contract Operations and Surveillance





# Review Areas-NCO

## DFAC Operations

- ARIMS/AFMIS/Headcount Procedures
- Account Management
- Inventory Management
- Food Protection and Sanitation
- Food Preparation and Service
- Menu Standards
- Diner Satisfaction
- Support Agencies
- Training
- 92G Personnel
- Subsistence Prime Vendor



# Review Areas-FED



## Facilities and Equipment Division

- DFAC Infrastructure
- MCA/Major Renovation Projects
- Food Service Equipment
- Food Service Equipment Replacement Record in AFMIS
- Food Service Equipment Annual Budget
- Field Feeding Equipment Issues/Concerns
- DFAC Modernization Plan Development
- Maintenance Request Register
- Food Service Equipment Training
- Energy Conservation



# **Food Program Management Office (FPMO)**

## **Analyst**



# Overall Good Trends

## Analyst:

- Food Program Managers/Staff: Proactive, Supportive, Receptive. FPMO average staff is 2.
- Recognition Programs-PAC
- Mid-Year Review/Semi-annual Inventories
- Diner Use Memo
- Subsistence Prime Vendor Support
- Contractor Services Support

## NCO:

- Surplus Inventory
- Menu Standards
- Sanitation
- Customer Service



# Food Program Management Office (FPMO)

## **Trend:**

- Special Programs/Training not developed and/or conducted: Safety, HAZCOM, Nutrition, Food Safety/Sanitation, Energy Conservation, and Pest Management

## **Contributing Factors:**

- Some FPMOs have SOPs; however, the training is not conducted/documented at the user level

## **Recommendations:**

- Collaborative effort to ensure these programs are developed, executed, enforced, and documented at the DFAC
- Food Advisors need to develop internally and ensure compliance





# Installation Contingency Plan

## **Trends:**

- Not prepared in accordance with regulation. Needs additional emphasis.

## **Contributing Factors**

## **Recommendations:**

- Plan needs to include all scenarios outlined in the regulation
- Share the Plan with Food Advisors and other need-to-know personnel for proper planning
- Improvement: Last trend Plans were not being prepared



# Subsistence Vendor Contract Discrepancy Report (CDR)

## **Trend:**

- Not completed to document issues/concerns with subsistence. Needs additional emphasis.

## **Contributing Factors:**

- Most issues are settled on the spot or via telephonic communication at user level

## **Recommendations:**

- In accordance with regulation, CDRs should be completed to support claims of dissatisfaction or other concerns with subsistence. Also helpful for historical reference.
- Any concerns should be brought to the attention of the respective DLA-TS representative



# Certification

## Trend:

- Contract Officer Representatives (CORs) and Performance Assessment Evaluators (PAEs) are not fully certified (FSCM, DAU, TB MED)

## Contributing Factors

- Budget restraints
- Not aware of the online Fort Lee Food Safety and Protection Certification Course (FSPCC)

## Recommendations:

- Contact CSPD/go online to schedule the required training in order to perform the function of COR/PAE
- Take the online FSPCC (Free, self-paced for 6 months, and meets requirement of TB MED 530)



# Cash Meal Payment Books

- **Trend:**
- Cash Books are not validated at the end of the fiscal year (FY)
- **Contributing Factors:**
- **Recommendations:**
- Validation of all cash meal payment books issued during the FY that have not been turned-in must be accomplished no later than 5 duty days after the end of the FY. This action should be completed IAW DA PAM 30-22, Chapter 3.
- The FPM must ensure this action is completed to ensure regulatory compliance.





## Major Subordinate Command (MSC) Advisory Support Personnel

- **Trend:**
- Action Plans still need improvement (timeliness/quality)
- Operational Reviews not prepared/conducted (\* Monthly High Dollar)
- Validation and Analysis not prepared
- **Contributing Factors**
- Food Advisors are not engaged in daily operations
- Training programs and oversight not established, implemented, enforced, documented
- Food service personnel not using the regulations
- **Recommendations:**
- Respective MSC personnel must be proactive in the daily operation
- Training programs must be established, taught, documented, and enforced
- Use regulatory guidance to assist in the proper administration of actions.  
Great examples of required actions in the GTSM 4-41-12, XXX



# **DFAC Operations**

## **NCO**



# Record Keeping

- **Trend:**
- DFAC files are not maintained in accordance with Army Records Information Management System (ARIMS)
- **Contributing Factors:**
- Personnel are not properly trained; personnel are not tailoring ARIMS to meet the needs of the dining facility
- **Recommendations:**
- Training on development, implementation, and execution of ARIMS
- Training on Record Holding Area (RHA)
- Conduct refresher training by including in Training Plan



# Surplus Inventory

## ➤ **Trend:**

- Some DFACs continue to have surplus inventory; this trend is improving

## ➤ **Contributing Factors:**

- Excessive ordering of subsistence
- Not conducting proper inventories
- Deployments/closures
- Lack of communication between Managers
- Improper menu planning

## ➤ **Recommendations:**

- Check inventory for items that have been in stock for prolonged periods
- Implement cyclic menus
- Train and emphasize inventory management (Food Advisors/Managers)
- Managers need to know the Days of Supply (DOS)





# Food Safety

## ➤ **Trend:**

- Improper use of Army Food Risk Management Program; this trend is repetitive and is not improving

## ➤ **Contributing Factors:**

- DA Forms 7458 and 7459 are available; however, not properly documented
- Lack of knowledge and training
- Forms completed before the meal
- Improper amounts of items being monitored

## ➤ **Recommendations:**

- Additional training needed in accordance with DA PAM 30-22, Chapter 3-7
- Focus on information outlined in Table 3-1, Minimum Monitoring Requirements, page 21
- Develop SOP book with sample forms, temperature charts and monitoring requirements



# Menu Standards

- **Trend:**
- Some DFACs are not meeting the Army Menu Standards; this trend is improving across the board
  
- **Contributing Factors:**
- Personnel are not aware of the standard required by DA PAM 30-22, paragraph 3-70
  
- **Recommendations:**
- Conduct refresher training
- Additional emphasis on cereal, breads, salad dressings
- Major Subordinate Command Advisory Support personnel must provide training and oversight



# 92G Personnel

- **Trend:**
- 92G Personnel are not working in their MOS at the DFACs; this is an ongoing trend and has not improved from the previous year
  
- **Contributing Factors:**
- Deployments
- Unit leadership
  
- **Recommendations:**
- Major Subordinate Command Advisory Support personnel must provide training and oversight
- Return all 92Gs to the DFACs



# Sanitation

- **Trend:**
- Sanitation practices must be reviewed for compliance with regulation; most DFACs have improved
- **Contributing Factors:**
- Attention not given to food service equipment, furniture, and topiary (DFAC attendants)
- Dining facility managers not producing and incorporating cleaning schedules
- Improper glove use
- **Recommendations:**
- Major Subordinate Command Advisory Support personnel must provide training and oversight
- Ensure Sanitation Program is in place and enforced
- Ensure contract personnel are following requirements in the Performance Work Statement and corrective action taken by the Contract Officer Representative





# Customer Service

- **Trend:**
- Some DFACs are not using customer service techniques; this trend has improved from the previous year
  
- **Contributing Factors:**
- Personnel are not aware of the process
- Personal concerns
- Maturity factors
  
- **Recommendations:**
- Training on the benefits of customer service



# Training and Counseling

- **Trend:**
- On-the-job training (OJT) and counseling is not used as a developmental tool
- Overall training for military and contract dining facilities needs additional emphasis
  
- **Contributing Factors:**
- OPTEMPO
- Lack of leadership focus
  
- **Recommendations:**
- Develop Training Plans incorporating the use of OJT and developmental counseling
- Ensure training is conducted per regulation/PWS and documented



# Updates

- Revised Management Assistance Division link on the Joint Culinary Center of Excellence (JCCoE) website
- Updates will be posted



# Questions?



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